CABINET FOR HEALTH AND FAMILY SERVICES
DEPARTMENT FOR MEDICAID SERVICES

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Audrey Tayse Haynes
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Commissioner

June 11, 2014

Michael Murphy
CEO, Coventry Cares
9900 Corporate Campus, Ste. 1000
Louisville, KY 40223

Re: CC2014CA-1

Dear Mr. Murphy:

I am writing in response to the Corrective Action Plan submitted concerning Coventry failure to respond to requests in a timely manner. The Department has reviewed your response and finds the steps you are taking sufficient to correct the problem. In addition, the Department will send copies of all such correspondence to Sabrina Moore, Coventry's Compliance Officer.

Thank you for your attention to this matter. I will be available for any questions you have concerning this issue.

Sincerely,

Thomas McMahan
Senior Policy Advisor
Managed Care Oversight
Department for Medicaid Services

cc: Lawrence Kissner, Commissioner, Department of Medicaid Services
Lee A. Guice, Director of Policy and Operations
Christina Heavrin, General Counsel, Cabinet for Health and Family Services
Elizabeth Justus, Managed Care Oversight, Department for Medicaid Services